# ICE Series
# Troubleshooting Manual
# SPOS Version 05B

**For ICE 5500, 5700, and 6500 Terminals**

**Date: July, 20-2001**

**HYPERCOM** ®

The Global Leader in Electronic Transaction Solutions

WORLDWIDE
PAYMENT SOLUTIONS

**Trademarks**

## FCC Part 15 (ICES-003)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC (ICES-003) Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## FCC Part 68 Requirements Notice

This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, you must provide this information to your telephone company.

NOTE: REN is not required for some types of analog or digital facilities.

This equipment uses an RJ11 jack.

An FCC-compliant telephone cord and modular plug are provided with this equipment. It is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68-compliant. See installation instructions for details.

The REN is useful to determine the number of devices you may connect to your telephone line and still have all those devices ring when your telephone number is called. In most but not all areas, the sum of the RENs of all devices connected to one line should not exceed five. To be certain of the number of devices you may connect to your line, contact your local telephone company to determine the maximum REN for your calling area.

NOTE: REN is associated with loop-start and ground-start ports. Do not use for E&M or digital ports.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. However, if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact the Hypercom Repairs Department at (602) 504-5378 for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

This telephone receiver is hearing-aid compatible if applicable.

## CTR21

The equipment has been approved to Commission Decision, CTR21, for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

## Industry Canada (IC) Notice

**NOTICE:** The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements described in the appropriate Terminal Equipment Technical Requirements documents. The department does not guarantee the equipment will operate to user satisfaction.

Before installing this equipment, ensure that it is acceptable for connection to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. Compliance with these conditions may not prevent degraded service in some situations.

A representative designated by the supplier should coordinate repairs to certified equipment. Any repairs or alterations to this equipment or any equipment malfunctions may cause the telephone communications company to request that the user disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

"**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals that may be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject as long as the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

REN: 0.3B

# Table of Contents

## Chapter 1   Equipment Information

## Chapter 2   Error Messages

# List of Figures

## Chapter 1  Equipment Information

# Introduction

The *ICE Series Troubleshooting Manual* is a comprehensive guide to troubleshooting Hypercom® ICE terminals using the Hypercom SPOS software.

The ICE terminals support traditional terminal functions as well as PIN pad and electronic receipt capture (ERC) functionality. The ICE family employs a modular concept. With the printer and modem module attached, it becomes a fully functional terminal and PIN pad.

The ICE Series of terminals discussed in this manual are the ICE 5500, 5700, and 6500.

# Who Should Use This Book

This document is intended for Help Desk staff to assist Hypercom customers in troubleshooting and diagnosing specific issues. It contains troubleshooting material recommended solely for Help Desk staff.

# How This Book Is Organized

The book is divided into the following chapters:

- Chapter 1, Equipment Information: descriptions for troubleshooting hardware
- Chapter 2, Error Messages: descriptions for troubleshooting error messages

# Guide Conventions

This section provides information to help you understand the procedures and concepts presented in this guide. The following special terms and style conventions are used throughout this document:

**Component names**: Special bold text highlights certain items including the names of window and dialog box components. This text appears in instructions for specific actions such as clicking buttons, typing in text boxes, and selecting from lists. For example:

> From the **Main** tab page of the **Group Definition** dialog box, click **List**.

**Emphasis**: Emphasis is indicated by indented text. For example:

> NOTE: A note contains neutral or positive information supplementing the main text. It is often information that applies only to special cases.

> IMPORTANT: Important statements draw attention to information crucial to using the product successfully. Pay special attention to Important statements.

**Procedures**: Numbered procedures have a special graphic appearing in the margin of the text. The words *Step-by-Step* also appear in bold at the beginning of the procedure. For example:

**Step-by-Step**

   To perform a procedure:

   1.   Follow the steps outlined in the procedure.

   2.   Most procedures have at least two steps.

        a.   This is a substep.

        b.   Substeps must be completed in the order given.

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Follow the steps outlined in the procedure. | |
| 2 | Most procedures have at least two steps. | |

**Clicking with the mouse**: This document assumes you are using a mouse or some other pointing device to move within and among windows and dialog boxes. Therefore, when instructions include *clicking* an item, it means you use the mouse to move the cursor onto the desired item. You then click the mouse button to highlight the item or cause an action to occur. For example:

   Click the **Totals** check box to activate the online totals feature.

**Series of actions**: The greater-than sign (>) appears in procedures indicating a series of simple, related actions using the mouse pointer. The resulting action typically starts a utility or opens a dialog box. For example:

   From the **Term-Master** main menu, click **Network > Definitions**.

**Caution** and **Warning** boxes: When you see a Caution or Warning message, read the information promptly and carefully before proceeding. The formats for the boxes follows.

> **CAUTION**
>
> Caution advises that a negative result such as a loss of data may occur.

> **WARNING**
>
> Warnings provide information that is essential to the safety of the user, the equipment, or both. Failure to do as instructed may result in physical damage.

**1**

# Equipment Information

This section describes important information on the application, initialization, custom maintenance, repairs, configuration, test functions, and printer issues for these ICE terminals. Read each section to ensure proper testing and handling of the POS terminals.

> NOTE: The terminal response is based on the ICE 6500 terminal. The screens may vary slightly if you are using an ICE 5500 or 5700 terminal.

# General Safety Precautions

This section describes general safety precautions that must be followed to ensure proper installation and maintenance of the POS product family.

---

**CAUTION**

**Electrical Safety:** Observe all normal electrical safety practices when operating any equipment attached to an active power source.

**Authorized Service:** Only a Hypercom authorized service technician or an authorized repair station can perform equipment servicing, adjustment, maintenance, or repairs on the POS products.

**Electrostatic Damage:** Before performing any maintenance on POS products, ensure that you wear a static strap and are grounded to the product.

To ensure protection of the telecommunications port against lightning damage, this product requires connection to the building protective earthing. Therefore, the integrity of protective earthing must be ensured. Use only the Hypercom-provided power supply and power cord. Ensure that a suitable power source supplies power when the terminal is connected to the telephone line.

> **WARNING**
>
> **Electromagnetic Compatibility:** This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take appropriate measures.
>
> **Danger of explosion:** If the battery is installed incorrectly, it could explode. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to manufacturer instructions.
>
> 警告使用者：
> 這是甲類的資訊產品，在居
> 住的環境中使用時，可能會
> 造成射頻干擾，在這種情況
> 下，使用者會被要求採取某
> 些適當的對策。

# EPROM

The following lists the current EPROM releases for the appropriate ICE terminals at the time of this publication:

- ICE 5500          EPROM release: T5KBOOT415
- ICE 5700          EPROM release: T5KBOOT415
- ICE 6500          EPROM release: TK5BOOT407

# Applications

Please contact your Hypercom Client Services Representative for a list of the applications your company supports.

# Initialization

The initialization is the *personality* of the terminal and contains merchant-specific information. Examples include the merchant name and address, card types the merchant accepts, offline options, and phone numbers to dial for authorization and settlement.

Maintaining the specific initialization on Term-Master establishes control for the Hypercom customer to prevent other organizations from tampering with or changing information at the terminal level.

# Custom Maintenance Password

A six-digit custom maintenance password is required on some terminals to perform certain functions such as terminal setup, initialization, and supervisor functions. You can load this password to the terminal through a terminal initialization. However, if the program is tampered with, downloads with a different software application is required before you can download and initialize the terminal again.

Please contact Hypercom Client Services for procedures to disable the maintenance password.

NOTE: A minimum of two full downloads may be necessary to resolve this issue.

# Requesting Repairs

Hypercom has the following warranties on equipment:

- Five years for terminals
- One year for peripherals

**Step-by-Step**

To request repairs:

1. Call the Hypercom POS Terminal Services Department at 800.584.1876 for a Return Merchandise Authorization (RMA) number.

2. Provide written information about the problem or the results of diagnostic testing. This information must accompany each piece of equipment to help expedite the repair.

3. If the equipment is to be returned to a different address, please include this information in the shipment.

4. Pack the equipment.

5. Write the RMA number on the enclosed paperwork and on the outside of the box.

6. Ship the equipment to:

   Hypercom Corporation
   Attn: POS Terminal Services
   2851 West Kathleen Road
   Phoenix, AZ 85053

# Terminal Memory

The Hypercom ICE terminals have the following standard terminal memory:

| Terminal Type | Standard memory |
|---------------|-----------------|
| ICE 5500      | 1.5 Meg         |
| ICE 5700      | 1.5 Meg         |
| ICE 6500      | 2.0 Meg         |

# Clearing Reversals, Batches, and Initializations at the Application Level

Before loading a new application into a terminal, you must clear all reversals, batches, and the initialization individually by using the *Supervisor* option at the application level.

NOTE: There are two ways to accomplish this, follow the steps on pages 1-5 through 1-7, or follow the steps on pages 1-8 through 1-9.

## Clearing Reversals

Use the following steps to clear reversals.

**Step-by-Step**

To clear reversals:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options | ```MAIN              ← + X``` <br><br> ```New Trans       Batch``` <br> ```Reports       Terminal``` <br> ```Cashier           Tab``` <br> ```Setup           Tests``` |
| 2 | Touch **+** to access the additional features. | ```MAIN            + X``` <br><br> ```Browser     Functions``` <br> ```Supervisor``` |
| 3 | Touch **Supervisor** on the terminal display. | ```        PASSWORD     X``` <br><br> ```Enter password``` <br> ```             [box]``` <br> ```A B C   ←   Clear Enter``` |
| 4 | Type the supervisor password *028510*, then touch **Enter** on the terminal display, or press **ENTER** on the terminal keyboard. | ```SUPERVISOR       ←   X``` <br><br> ```Print          Clear``` <br> ```Auto Test   A-Test Ans``` |
| 5 | Touch **Clear** on the terminal display. | ```CLEAR            ←   X``` <br><br> ```Clr Init        Batch``` <br> ```Reversals        Keys``` |
| 6 | Touch **Reversals** on the terminal display. | ```       COMPLETE``` <br><br> ```  Transaction complete``` <br><br> ```       Continue``` |
| 7 | Touch **Continue** on the terminal display. The transaction is complete. The terminal displays the Idle prompt. | |

# Clearing a Batch

Use the following steps to clear a batch.

### Step-by-Step

To clear a batch:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Touch **Press Here for Menu** on the terminal display.<br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options | ```MAIN              ← + X```<br><br>```New Trans         Batch```<br>```Reports        Terminal```<br>```Cashier            Tab```<br>```Setup            Tests``` |
| 2 | Touch **+** to access the additional features. | ```MAIN                + X```<br><br>```Browser        Functions```<br>```Supervisor``` |
| 3 | Touch **Supervisor** on the terminal display. | ```       PASSWORD      X```<br><br>```Enter password```<br><br>```                  [box]```<br>```A B C   ←    Clear  Enter``` |
| 4 | Type the supervisor password *028510*, then touch **Enter** on the terminal display, or press **ENTER** on the terminal keyboard. | ```SUPERVISOR        ←   X```<br><br>```Print            Clear```<br>```Auto Test    A-Test Ans``` |
| 5 | Touch **Clear** on the terminal display. | ```CLEAR             ←   X```<br><br>```Clr Init         Batch```<br>```Reversals         Keys``` |
| 6 | Touch **Batch** on the terminal display. | ```      Clear Batch    X```<br><br>```Host number```<br>```                  [box]```<br>```←        Clear    Enter``` |
| 7 | Type the host number, then touch **Enter** on the terminal display, or press **Enter** on the terminal keyboard.<br><br>If you are unsure of the host number, touch **Merchant Functions** on the terminal display, press **8** on the terminal keyboard, then touch **Enter** on the terminal display or press **Enter** on the terminal keyboard. | ```      COMPLETE```<br><br>```  Transaction complete```<br><br>```      Continue``` |
| 8 | Touch **Continue** on the terminal display. The transaction is complete. The terminal displays the Idle prompt. | |

# Clearing the Initialization

Use the following steps to clear the initialization.

### Step-by-Step

To clear the initialization:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Touch **Press Here for Menu** on the terminal display.<br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | `MAIN          ← + X`<br><br>`New Trans        Batch`<br>`Reports        Terminal`<br>`Cashier            Tab`<br>`Setup            Tests` |
| 2 | Touch **+** to access the additional features. | `MAIN            + X`<br><br>`Browser        Functions`<br>`Supervisor` |
| 3 | Touch **Supervisor** on the terminal display. | `        PASSWORD      X`<br><br>`Enter password`<br><br>`                [box]`<br>`A B C        ←ClearEnter` |
| 4 | Type the supervisor password *028510*, then touch **Enter** on the terminal display, or press **ENTER** on the terminal keyboard. | `SUPERVISOR←   X`<br><br>`Print   Clear`<br>`Auto TestA-Test Ans` |
| 5 | Touch **Clear** on the terminal display. | `CLEAR          ←   X`<br><br>`Clr Init        Batch`<br>`Reversals        Keys` |
| 6 | Touch **Clr Init** on the terminal display. | `      COMPLETE`<br><br>`  Transaction complete`<br><br>`      Continue` |
| 7 | Touch **Continue** on the terminal display. The transaction is complete. | `  Please Initialize`<br><br>`    Initialize` |
|  | If you are preparing to download the terminal with a new software application, you must delete the existing software application residing at the terminal boot level. See "Deleting the Current Software Application at the Terminal Boot Level" on page 1-13 for more information. |  |

# Clearing Reversals, Batches, or Everything at the Application Level

Before loading a new application into a terminal, you must clear all reversals, batches, and the initialization individually using the *Functions* option at the application level.

### Step-by-Step

To clear reversals, batches, or everything at the application level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>**NOTE:** The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options | ```MAIN            ← + X```<br><br>```New Trans        Batch```<br>```Reports       Terminal```<br>```Cashier           Tab```<br>```Setup           Tests``` |
| 2 | Touch **+** to access the additional features. | ```MAIN              + X```<br><br>```Browser      Functions```<br>```Supervisor``` |
| 3 | Touch **Functions** on the terminal display. | ```   MERCHANT FUNCTION    X```<br>```Merchant function```<br><br>```                 [box]```<br>```←        Clear     Enter``` |
| 4 | Type *99*, then touch **Enter** on the terminal display, or press **ENTER** on the terminal keyboard. | ```        PASSWORD       X```<br>```Enter password```<br><br>```                 [box]```<br>```A B C ←   Clear     Enter``` |
| 5 | Type the supervisor password *028510*, then touch **Enter** on the terminal display, or press **ENTER** on the terminal keyboard. | ```   PROGRAM FUNCTION     X```<br><br>```Clear         Acq Report```<br>```Batch Count      TX/RX Rpt```<br>```Host List      Init Report``` |
| 6 | Touch **Clear** on the terminal display. | ```      CLEAR BUFFER     X```<br><br>```Everything        Journal```<br>```Reversal             Keys``` |
| 7 | Touch **Reversal** to clear a Reversal.<br><br>OR<br><br>Touch **Journal** to clear a Batch<br><br>OR<br><br>Touch **Everything** to clear Reversals, Batches, and Initialization<br><br>**NOTE:** With any option the terminal does not return to the Idle prompt. Instead it displays the Clear Buffer menu. | |

# Accessing the Terminal Boot Level

The terminal boot level contains the terminal software application, for example, TSPOSXX.XXX, as well as other settings such as dial modes, option settings, hook delay, and printer settings.

One of the following screens appears, depending on the previous action taken at the terminal application level:

> NOTE: You access the boot level differently between the terminals. The 5500 and 5700 are identical, but the 6500 is different. You can access the boot level by using one of two procedures on all three terminals: The Terminal Menu option, and the Powering Down option.

# ICE 5500 and 5700

## Procedure #1

Use the Terminal Menu option described in this section to access the terminal boot level.

### Step-by-Step

To access the boot level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | MAIN                  ← + X<br><br>New Trans        Batch<br>Reports         Terminal<br>Cashier             Tab<br>Setup            Tests |
| 2 | Touch **Terminal** on the terminal display. | TERMINAL          ← + X<br><br>Initialize    Prog Load<br>Shift            View<br>Train Mode       Logon<br>ICE-PAC      NMS Call |
| 3 | Touch **+** on the terminal display. | TERMINAL          ← + X<br><br>StatCall    Deployment<br>Lock           Reset |
| 4 | Touch **Reset** on the terminal display and immediately hold down **CLEAR** on the terminal keyboard until you hear two beeps.<br><br>The terminal displays the list of options.<br><br>NOTE: FE stands for Format Error, letting you know that the initialization was cleared or that you are in the boot level. | PLEASE INITIALIZE OR CALL HELP-FE<br><br>0: RESTART<br>1: MERCHANT PROGRAMMING<br>2: PROGRAM LOAD<br>3: CLEAR PAGE MEMORY<br>4: MAINTENANCE FUNCTIONS<br>5: FAST LOAD |

# Procedure #2

Use the Power Down option described in this section to access the terminal boot level.

### Step-by-Step

To access the terminal boot level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Power down the terminal by disconnecting the power cord from the back. | |
| 2 | Press and hold **CLEAR** on the terminal keyboard and reconnect the power cord to the back of the terminal. Release the **CLEAR** key after you hear two beeps. | |
| | The terminal displays the list of options.<br>NOTE: FE stands for Format Error, indicating the initialization was cleared or that you are in the boot level. | `PLEASE INITIALIZE OR CALL`<br>`HELP-FE`<br><br>`0: RESTART`<br>`1: MERCHANT PROGRAMMING`<br>`2: PROGRAM LOAD`<br>`3: CLEAR PAGE MEMORY`<br>`4: MAINTENANCE FUNCTIONS`<br>`5: FAST LOAD` |

# ICE 6500

## Procedure #1

Use the Terminal Menu option described in this section to access the terminal boot level.

### Step-by-Step

To access the boot level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | MAIN     ← + X<br><br>New Trans     Batch<br>Reports     Terminal<br>Cashier     Tab<br>Setup     Tests |
| 2 | Touch **Terminal** on the terminal display. | TERMINAL     ← + X<br><br>Initialize     Prog Load<br>Shift     View<br>Train Mode     Logon<br>ICE-PAC     NMS Call |
| 3 | Touch **+** on the terminal display. | TERMINAL     ← + X<br><br>StatCall     Deployment<br>Lock     Reset |
| 4 | Touch **Reset** on the terminal display and immediately hold down **CLEAR** and **ENTER** on the terminal keyboard until you hear two beeps.<br><br>The terminal displays the list of options.<br><br>NOTE: FE stands for Format Error, indicating the initialization was cleared or that you are in the boot level. | PLEASE INITIALIZE OR CALL HELP-FE<br><br>0: RESTART<br>1: MERCHANT PROGRAMMING<br>2: PROGRAM LOAD<br>3: CLEAR PAGE MEMORY<br>4: MAINTENANCE FUNCTIONS<br>5: FAST LOAD |

# Procedure #2

Use the Power Down option described in this section to access the terminal boot level.

### Step-by-Step

To access the terminal boot level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Power down the terminal by disconnecting the power cord from the back. | |
| 2 | Press and hold **CLEAR** and **ENTER** on the terminal keyboard and reconnect the power cord to the back of the terminal. Release the **CLEAR** and **ENTER** keys after you hear two beeps. | |
| | The terminal displays the list of options.<br>NOTE: FE stands for Format Error, indicating the initialization was cleared or that you are in the boot level. | ```PLEASE INITIALIZE OR CALL HELP-FE

0: RESTART
1: MERCHANT PROGRAMMING
2: PROGRAM LOAD
3: CLEAR PAGE MEMORY
4: MAINTENANCE FUNCTIONS
5: FAST LOAD``` |

# Deleting the Current Software Application at the Terminal Boot Level

To delete the current software application you must first access the terminal boot level. Follow the procedures on pages 1-10 and 1-11 to access the boot level, then perform this procedure.

Table 1-1. Screen 1 for the terminal application level

| Previous action | Terminal display |
|---|---|
| If the terminal initialization was cleared, the terminal displays *Please Initialize*. | Please Initialize<br><br>Initialize |

**Step-by-Step**

To delete the current software application at the terminal boot level:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Access the boot level of the terminal. See "Accessing the Terminal Boot Level" on page 1-9 for the procedures. | PLEASE INITIALIZE<br>OR CALL HELP-FE<br><br>0: RESTART<br>1: MERCHANT PROGRAMMING<br>2: PROGRAM LOAD<br>3: CLEAR PAGE MEMORY<br>4: MAINTENANCE FUNCTIONS<br>5: FAST LOAD |
| 2 | Press **3** on the terminal keyboard. | CLEAR PAGE MEMORY     ←<br><br>CORRECT? YES OR NO<br><br>CANCEL     NO     YES |
| 3 | Touch **YES** on the terminal display, or press **ENTER** on the terminal keyboard to confirm. The terminal performs a self-test.<br>NOTE: PE stands for Program Error, indicating the application software was cleared and that you are in the boot level. | PLEASE INITIALIZE<br>OR CALL HELP-PE<br><br>0: RESTART<br>1: MERCHANT PROGRAMMING<br>2: PROGRAM LOAD<br>3: CLEAR PAGE MEMORY<br>4: MAINTENANCE FUNCTIONS<br>5: FAST LOAD |
| | The current software application is removed from the terminal memory. | |

# Configuring a Terminal for an Application Download

Configure a terminal for a software application download by first performing the Merchant Programming, option 1, function. Then enter the terminal ID number, initialization telephone number, and NMS telephone number.

### Step-by-Step

To configure a terminal for an application download:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Access the boot level of the terminal. See "Accessing the Terminal Boot Level" on page 1-9 for the procedure to access the boot level. | PLEASE INITIALIZE<br>OR CALL HELP-PE<br><br>0: RESTART<br>1: MERCHANT PROGRAMMING<br>2: PROGRAM LOAD<br>3: CLEAR PAGE MEMORY<br>4: MAINTENANCE FUNCTIONS<br>5: FAST LOAD |
| 2 | Press **1** on the terminal keyboard. | MERCHANT PROGRAMMING<br>TERMINAL ID NUMBER<br>XXXXXXXXX<br>Q W E R T Y U I O P<br>A S D F G H J K L<br>← Z X C V B N M SPACE<br>CANCEL    CLEAR    ENTER |
| 3 | Type the terminal ID number, then touch **ENTER** on the terminal display, or press **ENTER** on the terminal keyboard to bypass this field.<br>NOTE: Some terminal IDs require 8 or 9 digits. If the check digit (ninth digit) is missing or incorrect, the terminal does not allow the entry of that ID. Verify the check digit with your Help Desk. | MERCHANT PROGRAMMING<br>INIT. TELEPHONE NO<br>XXXXXXXXX<br><br>← A B C D E F<br>  CANCEL  CLEAR    ENTER |
| 4 | Type the initialization telephone number, then touch **ENTER** on the terminal display, or press **ENTER** on the terminal keyboard to bypass this field.<br><br>This is the phone number the terminal dials for the initialization. | MERCHANT PROGRAMMING<br>NMS TELEPHONE NO<br>XXXXXXXXX<br><br>← A B C D E F<br>CANCEL    CLEAR    ENTER |
| 5 | Type the NMS number, then touch **ENTER** on the terminal display, or press **ENTER** on the terminal keyboard to bypass this field.<br><br>This is the phone number the terminal dials for the software program load. | MERCHANT PROGRAMMING<br>DIAL 0-TONE        1-PULSE<br><br>←<br>CANCEL    CLEAR    ENTER |

| Step | Action | Terminal response |
|------|--------|-------------------|
| 6 | Touch **0** for tone dialing or **1** for pulse (rotary) dialing, then touch **ENTER** on the terminal display, or press **ENTER** on the terminal keyboard to bypass this field. | ```MERCHANT PROGRAMMING```<br>```PABX ACCESS CODE```<br><br>```← A B C D E F       Del```<br>```CANCEL    CLEAR    ENTER``` |
| 7 | Touch PABX code if necessary, then touch **ENTER** on the terminal display, or press **ENTER** on the terminal keyboard to bypass this field.<br><br>NOTE: If you need an 8, 9, or any other access code to dial out, type it here. | ```PLEASE INITIALIZE```<br>```OR CALL HELP-PE```<br><br>```0: RESTART```<br>```1: MERCHANT PROGRAMMING```<br>```2: PROGRAM LOAD```<br>```3: CLEAR PAGE MEMORY```<br>```4: MAINTENANCE FUNCTIONS```<br>```5: FAST LOAD``` |
| 8 | Touch **01** to return to the Idle prompt. | |

# Loading a Terminal with Software

The terminal dials the NMS telephone number in the Merchant Programming, option 1 parameters and initiates a program load for the software application. This process takes approximately 5 minutes per page or a total of 25 to 45 minutes, depending on the software application.

NOTE: After you complete this procedure, initialize the terminal to download the merchant-specific profile.

## Step-by-Step

To load a terminal with software:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Access the boot level of the terminal. See "Accessing the Terminal Boot Level" on page 1-9 for the procedure to access the boot level. | `PLEASE INITIALIZE`<br>`OR CALL HELP-PE`<br><br>`0: RESTART`<br>`1: MERCHANT PROGRAMMING`<br>`2: PROGRAM LOAD`<br>`3: CLEAR PAGE MEMORY`<br>`4: MAINTENANCE FUNCTIONS`<br>`5: FAST LOAD` |
| 2 | Press **2** on the terminal keyboard. | `PROGRAM LOAD`<br><br>`Correct?      Yes or No`<br>`Cancel      No      Yes` |
| 3 | Touch **Yes** on the terminal display, or press **ENTER** on the terminal keyboard. The terminal checks the phone line for a proper connection. | `PROGRAM LOAD`<br>`CHECKING LINE` |
|  | The terminal detects a proper phone line connection and is waiting to detect a dial tone. | `PROGRAM LOAD`<br>`WAITING FOR DIAL TONE` |
|  | The terminal detects a dial and is waiting to dial out. | `PROGRAM LOAD`<br>`DIALING NOW` |
|  | The terminal has dialed out and is waiting for an answer from the host. | `PROGRAM LOAD`<br>`WAITING FOR ANSWER` |
|  | The terminal has made a connection and is communicating with the host. | `PROGRAM LOAD`<br>`TRAINING MODEM` |
|  | The terminal is downloading the software application from the host. The approximate time is 25 to 45 minutes. | `PROGRAM LOAD`<br>`LOADING MEM 01 X X X X` |
|  | The terminal has successfully downloaded the software application from the host. | `PROG. LOAD`<br>`PROG. LOAD GOOD` |
| 4 | After receiving the software application, initialize the terminal for the host to download the merchant profile. See "Initializing a Terminal for a Parameter Download" on page 1-17. | `PLEASE INITIALIZE`<br><br>`INITIALIZE` |

# Initializing a Terminal for a Parameter Download

To receive a parameter download, the terminal must have a unique terminal ID. This ID is also known as the terminal profile. In this procedure, the terminal dials the initialization (INIT) telephone number located in Merchant Programming, option 1.

## Screen 1

Perform the following steps to update the INIT parameters if the terminal displays the Idle prompt.

> NOTE: Use these steps when terminal is already loaded with an application.

**Step-by-Step**

To initialize a terminal for a parameter download for screen 1:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Touch **Press Here for Menu** on the terminal display.<br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | ```MAIN              ← + X```<br><br>```New Trans        Batch```<br>```Reports        Terminal```<br>```Cashier            Tab```<br>```Setup            Tests``` |
| 2 | Touch **Terminal** on the terminal display. | ```TERMINAL          ← + X```<br><br>```Initialize     Prog Load```<br>```Shift              View```<br>```Train Mode        Logon```<br>```ICE-PAC        NMS Call``` |
| 3 | Touch **Initialize** on the terminal display. | ```INITIALIZE           X```<br><br>```Correct?```<br>```No            Yes``` |
| 4 | Touch **Yes** on the terminal display to confirm. The terminal begins dialing the host. | ```COMMS```<br><br>```DIALING NOW``` |
|  | The terminal loads the initialization parameters. This process takes 25 seconds. | ```COMMS```<br><br>```PROCESSING NOW``` |
|  | The initialization is complete. | ```COMPLETE```<br><br>```Transaction complete```<br>```Continue``` |
| 5 | Touch **Continue** on the terminal display. The transaction is complete. The terminal displays the Idle prompt. |  |

# Screen 2

Perform the following steps from the software level if the terminal displays the Please Initialize prompt. The *Please Initalize* prompt indicates that the terminal does not have initialization parameters.

## Step-by-Step

To initialize a terminal for a parameter download for screen 2:

| Step | Action | Terminal response |
|------|--------|-------------------|
|  | If the terminal does not have initialization parameters, the terminal displays *Please Initialize*. | `PLEASE INITIALIZE`<br><br>`Initialize` |
| 1 | Touch **Initialize** on the terminal display. | `INITIALIZE           X`<br><br>`Correct?`<br><br>`No          Yes` |
| 2 | Touch **Yes** on the terminal display to confirm. The terminal begins dialing the host. | `COMMS`<br><br>`DIALING NOW` |
|  | The terminal loads the initialization parameters. This process takes 25 seconds. | `COMMS`<br><br>`PROCESSING NOW` |
|  | The initialization is complete. | `COMPLETE`<br><br>`Transaction complete`<br><br>`Continue` |
| 3 | Touch **Continue** on the terminal display. The transaction is complete. The terminal displays the Idle prompt. |  |

# Changing Settings in the Terminal Boot Level

There are approximately 22 settings in the terminal Boot level. Some can be changed and others cannot. This procedure identifies the only option settings you can change.

| ⚠ | **WARNING** |
|---|---|
| | If any boot level settings not identified in this procedure are changed, the terminal may not function properly. |

### Step-by-Step

To change settings in the terminal boot level:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Access the Boot level of the terminal. See "Accessing the Terminal Boot Level" on page 1-9 for the procedures to access the boot level. | ```CONFIGURE TERMINAL```<br>```OR CALL HELP-PE```<br><br>```0: RESTART```<br>```1: MERCHANT PROGRAMMING```<br>```2: PROGRAM LOAD```<br>```3: CLEAR PAGE MEMORY```<br>```4: MAINTENANCE FUNCTIONS```<br>```5: FAST LOAD``` |
| 2 | Press **4** on the terminal keyboard.<br><br>NOTE: On the 5500 and 5700 terminals, number 7 on this screen says "DUKPT TESTING". | ```1: OPTION PROGRMMING```<br>```2: DISPLAY HW CONFIG DATA```<br>```3: MEMORY FUNCTIONS```<br>```4: CALIBRATE TOUCH PAD```<br>```5: DISPLAY PAGE STATUS```<br>```6: CONFIGURE PIN PORT```<br>```7: MORE FUNCTIONS```<br><br>```   PRESS <CLEAR> TO EXIT``` |
| 3 | Press **1** on the terminal keyboard. | ```   OPTION PROGRAMMING```<br><br>```0-LL     1-DIAL  2,3-LAN```<br>```01```<br><br>```CANCEL     CLEAR     ENTER``` |
| 4 | The terminal displays the current leased line, dial, and LAN options.<br><br>The dial mode should be at the default setting of *01*.<br><br>Touch **0, 1, ENTER,** or touch **ENTER** on the terminal display to bypass this field. | ```   OPTION PROGRAMMING```<br><br>```CU ADDR```<br>```30```<br><br>```←  A B C D E F```<br><br>```CANCEL     CLEAR     ENTER``` |

| Step | Action | Terminal response |
|------|--------|-------------------|
| 5 | The terminal displays the CU address.<br><br>The CU address should be at the default setting of *30*.<br><br>Touch **3, 0, ENTER,** or touch **ENTER** on the terminal display to bypass this field. | OPTION PROGRAMMING<br><br>CONTRAST 0 - 7<br>05<br><br>←<br><br>CANCEL    CLEAR    ENTER |
| 6 | The terminal displays the current screen contrast setting.<br><br>The screen contrast should be at the default setting of *05*.<br><br>Touch **0, 5, ENTER,** or touch **ENTER** on the terminal display to bypass this field.<br>NOTE: 01 is the lightest setting and 07 is the darkest. | OPTION PROGRAMMING<br><br>OPTIONS 1 - 4<br>01000000<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |
| 7 | The terminal scrolls to the *Options Bit* settings. Touch **0 + 1** or **0 + 5 + ENTER**, or touch **ENTER** on the terminal display to bypass this field.<br><br>▪    01 = Standard terminal setting<br>▪    05 = Visanet or CES | OPTION PROGRAMMING<br><br>0-BELL    2-CCITT<br>0<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |
| 8 | The terminal displays the modem mode options. Touch **0** for Bell or **2** for CCITT, or touch **ENTER** on the terminal display to bypass this field.<br><br>For modem mode options, please contact your Client Services Representative. | OPTION PROGRAMMING<br><br>DTMF    0-SLOW..2-FAST<br>01<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |
| 9 | If attaching a portable cellular phone to the terminal, touch **0 + 0 + ENTER**, or touch **ENTER** on the terminal display to bypass this field. | OPTION PROGRAMMING<br><br>HOOK DELAY 0.1S<br>01<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |
| 10 | The terminal displays the Hook Delay setting.<br><br>The default Hook delay setting is 01. If the setting differs, touch **0 + 1 + ENTER**, or touch **ENTER** on the terminal display to bypass this field. | OPTION PROGRAMMING<br><br>PRINTER<br>0C<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |
| 11 | The terminal displays the printer setting.<br><br>The default printer setting is 0C for the ICE terminals. If the setting differs, touch **0 + C + ENTER**, or touch **ENTER** on the terminal display to bypass this field. | OPTION PROGRAMMING<br><br>TX Level 00.10..IF<br>14<br><br>←  A B C D E F<br><br>CANCEL    CLEAR    ENTER |

| Step | Action | Terminal response |
|------|--------|-------------------|
| 12 | Touch **CANCEL** to exit the Option Programming menu. The terminal now returns to the Maintenance Functions menu. | ```1: OPTION PROGRMMING```<br>```2: DISPLAY HW CONFIG DATA```<br>```3: MEMORY FUNCTIONS```<br>```4: CALIBRATE TOUCH PAD```<br>```5: DISPLAY PAGE STATUS```<br>```6: CONFIGURE PIN PORT```<br>```7: DUKP7 TESTING```<br><br>```   PRESS <CLEAR> TO EXIT``` |
| 13 | Press **CLEAR** on the terminal keyboard. | ```CONFIGURE TERMINAL```<br>```OR CALL HELP-PE```<br><br>```0: RESTART```<br>```1: MERCHANT PROGRAMMING```<br>```2: PROGRAM LOAD```<br>```3: CLEAR PAGE MEMORY```<br>```4: MAINTENANCE FUNCTIONS```<br>```5: FAST LOAD``` |
| 14 | Touch **0** on the terminal keyboard.<br><br>The terminal displays one of the following:<br><br>The terminal screen remains on the menu if NO software application is present. Proceed to "Configuring a Terminal for an Application Download" on page 1-14.<br><br>The terminal screen performs a self-diagnostic test and will return to the idle prompt only if there is a software application and initilization parameters are present. | ```PLEASE INITIALIZE```<br>```OR CALL HELP - PE``` |

# Test Functions

Use the test functions described in this section for troubleshooting.

## Performing a Keyboard Test

Use this function to initiate a keyboard test. The terminal displays the column and row of the key pressed.

> NOTE: You can also access this function by *Merchant Functions, 8, 4, and pressing or touching Enter.*

### Step-by-Step

To perform a keyboard test:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | ```MAIN                ← + X

New Trans          Batch
Reports         Terminal
Cashier              Tab
Setup              Tests``` |
| 2 | Touch **Tests** on the terminal display. | ```TESTS               ← + X

Host             Display
Keyboard         PIN Pad
Printer      Card Reader
Smart Card``` |
| 3 | Touch **Keyboard** on the terminal display. | ```    KEYBOARD TEST      X

Col   Row

      Press to end``` |
| 4 | Press a number on the keyboard. The screen displays the location of the key. For example, pressing **5** displays *Col 02 Row 02*. | |

# Performing a Display Test

Use this function to initiate a display test. The display darkens and lightens accordingly.

> NOTE: You can also access this function by *Merchant Functions, 8, 3, and pressing or touching Enter.*

### Step-by-Step

To perform a display test:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | `MAIN           ← + X`<br><br>`New Trans        Batch`<br>`Reports       Terminal`<br>`Cashier           Tab`<br>`Setup           Tests` |
| 2 | Touch **Tests** on the terminal display. | `TESTS          ← + X`<br><br>`Host          Display`<br>`Keyboard       PIN Pad`<br>`Printer    Card Reader`<br>`Smart Card` |
| 3 | Touch **Display** on the terminal display. The terminal display darkens and lightens automatically. | `Display Test`<br><br>`Continue` |
| 4 | Touch **Continue** on the terminal display to darken the display.<br>NOTE: The terminal displays the color scheme on the ICE 6500. | |
| | If any sections of the display do not respond, send the terminal to Hypercom for repair. | |
| 5 | To exit, touch **Continue** on the terminal display until the Idle prompt appears. | |

# Performing a PIN Pad Test

Use this function to initiate a PIN pad test to test the internal or external PIN pad.

NOTE: You can also access this function by *Merchant Functions, 9, 4, and pressing or touching Enter.*

## Step-by-Step

To perform a PIN pad test:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | `MAIN              ← + X`<br><br>`New Trans        Batch`<br>`Reports       Terminal`<br>`Cashier            Tab`<br>`Setup            Tests` |
| 2 | Touch **Tests** on the terminal display. | `TESTS              ← + X`<br><br>`Host           Display`<br>`Keyboard       PIN Pad`<br>`Printer    Card Reader`<br>`Smart Card` |
| 3 | Touch **PIN Pad** on the terminal display. | `PIN PAD`<br><br>`PIN Pad Test`<br><br>`Auto-detecting`<br>`PIN pad type` |
|  | The terminal initiates an auto-detection of the PIN pad type for 30 seconds. | `PIN PAD`<br><br>`PIN Pad test`<br><br>`Passed` |
|  | The terminal displays a message that it passed and then displays the Idle prompt. If the terminal fails the test, please contact your Client Services manager. |  |

# Performing a Card Reader Test

Use this function to enable the card reader test and to display track 1 and track 2 data.

> NOTE: You can also access this function by *Merchant Functions, 8, 9, and pressing or touching Enter.*

## Step-by-Step

To perform a card reader test:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | `MAIN` ← + X<br><br>`New Trans` `Batch`<br>`Reports` `Terminal`<br>`Cashier` `Tab`<br>`Setup` `Tests` |
| 2 | Touch **Tests** on the terminal display. | `TESTS` ← X<br><br>`Host` `Display`<br>`Keyboard` `PIN Pad`<br>`Printer` `Card Reader`<br>`Smart Card` |
| 3 | Touch **Card Reader** on the terminal display. | `READ CARD NOW` X<br><br><br>`XXXXXXXXXXXXXXX=XXX`<br>`XXXX` |
| 4 | Slide the card through the card reader. The terminal displays track 1 and track 2 information, the card number, and the expiration date.<br><br>▪ The card number is xxxxxxxxxxxxxxx.<br><br>▪ The expiration date is xxxx.<br><br>NOTE: If the terminal displays *Card Error*, swipe the card again. If the error message is repeated, clean the card reader track using a card reader cleaning card. If the error message persists, the customer card or terminal card reader may be damaged. | |
| 5 | Touch **Clear** on the terminal display. The terminal displays the Idle prompt. | |

# Performing a Printer Test

Use this function to initiate a printer test. The terminal produces a test print with various characters and font sizes.

> NOTE: You can also access this function by *Merchant Functions, 8, 2, and pressing or touching Enter.*

## Step-by-Step

To perform a printer test:

| Step | Action | Terminal response |
|------|--------|-------------------|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>NOTE: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | `MAIN                    ← + X`<br><br>`New Trans          Batch`<br>`Reports         Terminal`<br>`Cashier              Tab`<br>`Setup              Tests` |
| 2 | Touch **Tests** on the terminal display. | `TESTS                   ← + X`<br><br>`Host             Display`<br>`Keyboard         PIN Pad`<br>`Printer      Card Reader`<br>`Smart Card` |
| 3 | Touch **Printer** on the terminal display. The terminal produces a test print. See Figure 1-1 on page 1-27.<br><br>If the terminal displays a Printer Error message, confirm that the printer is enabled and the terminal is properly configured. See "Changing Settings in the Terminal Boot Level" on page 1-19  and "Turning the Printer On or Off" on page 1-28 | |
| | The terminal returns to the Idle prompt. | |

```
          HYPERCOM
        2851 W. KATHLEEN
        PHOENIX, AZ 85053

   TERMINAL I.D.:      50585058

************* NORMAL FONT *************

   ABCDEFGHIJ          KLMNOPQRST
              UVWXYZ
    abcdefghij          klmnopqrst
      uvwxyz0123456789


      !"#$%$'()*+,-,/:;<=>?@
             []_'{|}

      NORMAL              DOUBLE

************* FONT CHANGE *************


              UVWXYZ
    abcdefghiz          klmnopqrst
      uvwxyz0123456789


      !"#$%$'()*+,-,/:;<=>?@
             []_'{|}

      NORMAL              DOUBLE

*************** THE END ***************

        Firmware Version
```

Figure 1-1. Printer sample receipt

# Turning the Printer On or Off

Use this function to turn the printer on or off.

> Note: You can also access this function by *Merchant Functions, 7, 1, and pressing or touching Enter.*

## Step-by-Step

To turn the printer on or off:

| Step | Action | Terminal response |
|---|---|---|
| 1 | Touch **Press Here for Menu** on the terminal display.<br><br>Note: The Idle prompt may vary depending on the terminal and its configuration.<br><br>If the option you want is not on this screen, touch **+** on the terminal display for additional menu options. | ```MAIN              ← + X```<br><br>```New Trans        Batch```<br>```Reports       Terminal```<br>```Cashier           Tab```<br>```Setup           Tests``` |
| 2 | Touch **Setup** on the terminal display. | ```Setup             ← + X```<br><br>```Date              Time```<br>```Terminal       Printer```<br>```Comms             Dial```<br>```Passwords    Speed Dial``` |
| 3 | Touch **Printer** on the terminal display. | ```PRINTER          ←    X```<br><br>```On/Off      Rcpt Text```<br>```Paper Feed``` |
| 4 | Touch **On/Off** on the terminal display. | ```   PRINTER TOGGLE    X```<br><br>```Printer is enabled```<br>```Disable?```<br><br>```   No         Yes``` |
| 5 | Touch **Yes** on the terminal display to disable the printer. The terminal displays the Idle prompt. | |

# Clearing Printer Paper Jams

The following steps describes clearing paper jams from the ICE terminal.

> NOTE: The graphics used in this section are of the ICE 5700 terminal.

**Step-by-Step**

To clear a printer paper jam:

1.  Disconnect the power cable from the back of the terminal.

2.  Open the printer paper cover and tear off the remaining paper roll.



Printer paper cover

Figure 1-2. Printer paper door open

3.  Open the printer access cover by lifting upward on the printer access cover tabs.



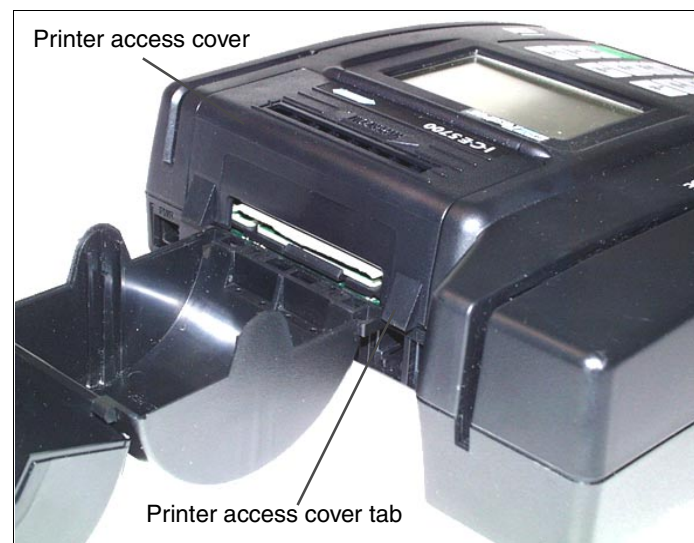Printer access cover

Printer access cover tab

Figure 1-3. Open printer access cover

4. Turn the manual feed wheel to remove any printer paper still in the printer.


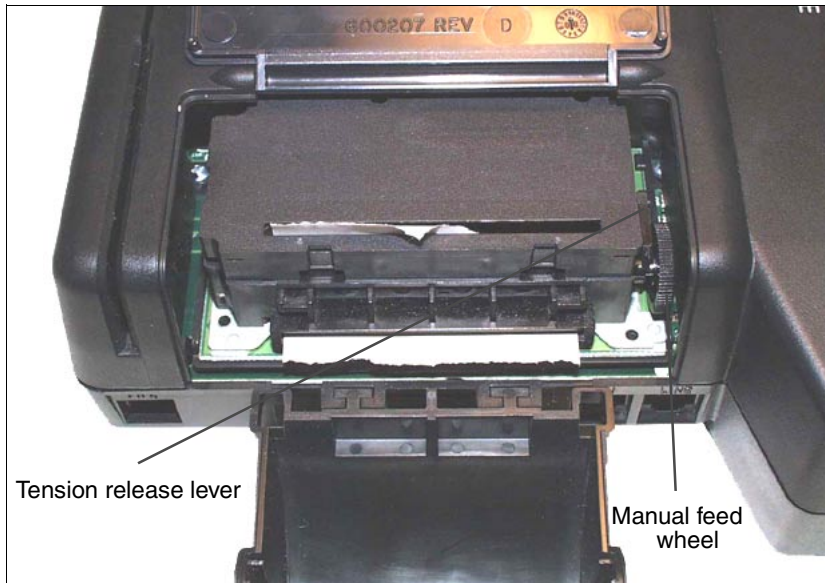
Tension release lever

Manual feed wheel

Figure 1-4. Open paper door

5. Lift the tension release arm, placing it in the upward, locked position.

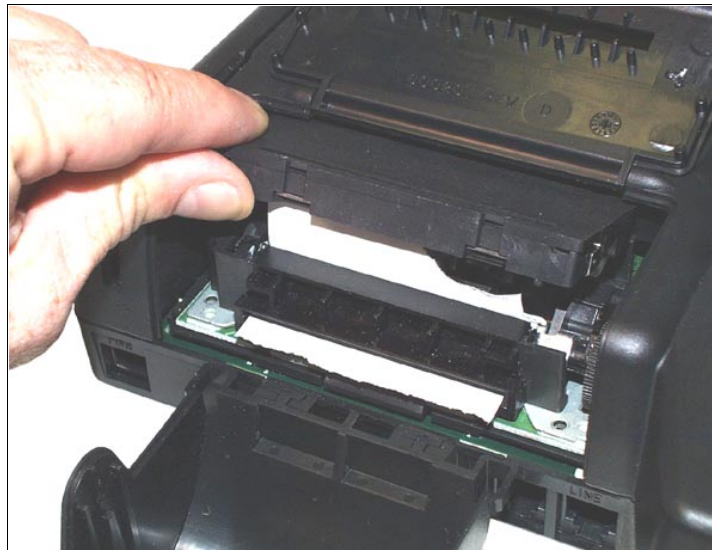6. Lift and hold the paper cutter mechanism to gain access to the printer.



Figure 1-5. Lift paper cutter

7. Turn the manual feed wheel again to remove any remaining paper.

8. Return the paper cutter mechanism and tension arm lever to their original position.

9. Close the printer cover.

10. Reconnect the power cable.

11. Continue by reloading the printer paper. See "Reloading Printer Paper" on page 1-31.

# Reloading Printer Paper

To properly install the printer paper, read the following steps carefully.

NOTE: You can also access this function by *Merchant Functions, 1, 5, and pressing or touching Enter.*

## Step-by-Step

To load printer paper:

1. Place the paper roll into the printer paper holder, making sure the printer paper feeds from under the roll, not over the top, and has a straight-line path into the printer paper-feed mechanism.



Figure 1-6. ICE 5700 printer paper installation

2. Place the end of the paper in the paper guide. The printer then automatically feeds the paper. If the printer does not feed automatically, proceed with step 3. Otherwise, proceed to step 9.

3. At the main terminal display, touch **Press Here for Menu**.

4. Touch **Setup**. The Setup menu appears.

5. Touch **Printer**. The Printer prompt appears.

6. Touch **Paper Feed**. The Paper Feed menu appears.

7. Touch **Paper Feed** until the paper feeds through the paper cutter mechanism. If the printer fails to advance the paper, check the printer ON/OFF settings as follows:

   a. At the main terminal display, touch **Press Here for Menu**.

   b. Touch **Setup**. The Setup menu appears.

   c. Touch **Printer**. The Printer prompt appears.

   d. Touch **On/Off**. The Printer Toggle menu appears displaying *Printer is disabled. Enable?*.

   e. Touch **Yes**. The terminal changes the printer settings to Enabled and returns to the Idle prompt. Repeat steps 3 through 7.

8. Touch **Quit**. The system returns to the Idle prompt.

9. Close the printer paper cover.

# Error Messages

This section explains the different types of error messages that may occur during operations and possible steps to clear the error message.

## Please Try Again (CE)

Communication Error (CE) indicates the terminal dialed a number that does not answer. The following is a list of options to clear the error message:

- Enable the enhanced dial messages.
- Verify the information in the PABX field:
    - Does the merchant need a 9 or an 8 to dial out?
    - Does the merchant have call waiting, that is 1170, in the PABX field to block calls?
    - Does the merchant need a pause before starting the dial strings?

    **NOTE:** The letter B equals a 1.5 second pause.

- Verify that the terminal is dialing the correct phone number.
- Verify that the phone line is plugged into the LINE port.
- Ask the merchant if the phone system has changed recently.
- Verify that the line is analog and not digital.
- Check to see if there are any long distance blocks or 800 blocks on the phone line.
- Instruct the merchant to plug a telephone into the line and verify that the line is working properly.

# Please Try Again (TO)

Time Out (TO) indicates the terminal made a connection, but it timed out because it received no reply from the host. The following is a list of options to clear the error message:

- Verify that the merchant is active (staged) at the host.
- Verify that the merchant number is correct in Term-Master.
- Verify that the terminal ID is correct in Term-Master.
- Verify that the modem mode is correct in Term-Master.
- Increase the host response field in Term-Master from 30 to 45 seconds.

# Please Try Again (LC)

This error message indicates the terminal lost communications (LC). The following is a list of options to clear the error message.

- Verify that the modem modes are set correctly in Term-Master.
- Call Hypercom POS Client Services.

# Error Call Help (SE)

System Error (SE) indicates the terminal is trying to initialize, but Term-Master encountered an error. The following is a list of options to clear the error message.

- Verify that Term-Master is running.
- Go into the terminal profile in Term-Master attempting an initialization and check for errors.

    NOTE: The Term-Master **Verify** function verifies that a card range is pointing to an issuer, an issuer is pointing to an acquirer, and an acquirer is pointing to the terminal configuration. It does not check for typographical errors or transposition of characters.

# Invalid Transaction

Invalid Transaction indicates the terminal does not allow the transaction. Verify that the correct options are set in Term-Master for this transaction type.

# Line Busy

Line Busy indicates the terminal does not detect a dial tone. The following is a list of options to clear the error message:

- Verify that the telephone line is plugged into the line port.
- Verify that the line is analog and not digital.
- Plug the line into a telephone and verify that you hear a dial tone.

# Replace Handset

If the terminal shares the phone line with a telephone, terminal functions are unavailable while the handset is off-hook.

# NO COMMS

Verify that the ICE terminal is in Dial mode.

# Unsupported Card

The card being swiped through the terminal is not accepted at the merchant. The following is a list of options to clear the error message.

- Verify that the card ranges are set up correctly in Term-Master.
- Verify that the issuer is set up correctly in Term-Master.
- Verify that the card range table is complete in Term-Master.

# ERROR—Wrong Trans

ERROR—Wrong Trans indicates the Visa II Table in the Term-Master profile was not correctly filled out with the required information for the Visanet, NDC, or MAPP modules on the Hypercom System Software.

# Before Loading or Initializing a Terminal

The following messages appear before you load or install a terminal.

## Please Initialize or Call Help (FE)

Format Error (FE) indicates the terminal is in Boot mode and requires an initialization, or *personality*, load.

## Please Initialize or Call Help (PE)

Program Error (PE) indicates the terminal requires a full program load and an initialization. After the program load is complete, initialize the terminal.

# Host Messages

The terminal displays messages it receives directly from the host. These messages may very depending on the host.

To verify that the terminal receives a host message and not a terminal message:

▪ Turn on enhanced dialing.

▪ If the terminal displays *Processing Now* and appears to be inactive, the message is likely to be a terminal message.

Typically the host transmits response codes that cause the terminal to display appropriate stored messages.

*Call Help—XX* indicates an abnormal condition that requires a transaction retry or a call to the Help Desk for assistance. The two-character error code indicates the type of error condition.

Programming for Hypercom ICE terminals includes the test response code messages listed in Table 2-1.

Table 2-1. Response code messages

| Message | Description |
|---------|-------------|
| APPROVAL CODE 000000 | A two to six-digit code number indicates that the transaction was approved. The number on the right side of the display is the approval code. |
| CALL HELP—AM | Invalid transaction amount. |
| CALL HELP—CM | Invalid card. The card number contained in the transaction is not recognized as a valid card or contains an error. |
| CALL HELP—FE | Format error. The transaction received from the terminal cannot be processed. The message indicates a terminal or system problem. |
| CALL HELP—NA | The host application program is not available to process the transaction. The Network Access Controller (NAC) or Integrated Enterprise Network (IEN) generates this message, (which is located between the dial-up terminal network and the host). The message indicates that while communications between the terminal and NAC or IEN are normal, the NAC or IEN has no session with the host. |
| CALL HELP—NT | No terminal parameters. The host does not recognize the terminal ID as a valid ID, or the host terminal records are incomplete. |
| CALL HELP—PC | Invalid product code. The terminal is loaded with incorrect product codes. Re-initialization is required. |
| CALL HELP—RE | Card Read Error. Retry the card swipe. |
| CALL HELP—SE | System error. All other non-specific system errors. This is specific to Term-Master. |
| CALL HELP—SQ | Sequence number is a duplicate. Indicates a terminal or system error. |
| CALL HELP—TR | Invalid transaction. |
| ERR CALL HELP—SN | The terminal is programmed with the wrong merchant number. |
| PLEASE CALL | A call to the authorizer is required to complete the transaction. |
| PLEASE CALL—CC | Stolen card. The card was reported stolen. |
| PLEASE CALL—LC | Lost card. The card was reported lost. |

The following user messages indicate conditions that arise from incorrect user or cardholder actions and need correction at the point of sale.

Table 2-2. User messages

| Message | Description |
|---|---|
| CARD LIMIT EXCEEDED | Amount the cardholder entered is greater than the transaction limit for the terminal. |
| DECLINED | Transaction was declined by the bank or bank network. |
| EXCESSIVE PIN TRIES | PIN number entered and re-entered is invalid. |
| EXPIRED CARD | Expiration date on magnetic stripe or manually entered number indicates an expired card. |
| INCORRECT PIN | Incorrect personal identification number. |
| INSUFFICIENT FUNDS | Cardholder does not have the requested amount available. |
| INVALID ACCOUNT | The host did not accept the card. |
| INVALID TRANSACTION | Transaction is not allowed at the terminal. |
| PLEASE WAIT | Terminal is waiting for further instructions from the host. |

# We Welcome Your Comments

**Please fax this page with your comments to Hypercom Corporation at 602.504.4990.**

Document Number: 940331-002, rev. A

1. In one word, how would you describe this guide?  _____

2. How do you use this guide?

   ▪ I read it from beginning to end.
   ▪ I read only the sections that relate to my immediate needs.
   ▪ I read only the sections that relate to my job.

3. Where do you usually look first to find information in this guide?

   ▪ Table of contents
   ▪ Index
   ▪ Search through the pages until I find what I am looking for

4. How easily can you find information in this guide?

   1 (Not easily)          2                    3                    4                    5 (Very easily)

5. How clear is the information in this guide?

   1 (Not clear)          2                    3                    4                    5 (Very clear)

6. How easily can you follow the instructions described in this guide?

   1 (Not easily)          2                    3                    4                    5 (Very easily)

7. How well did you understand the product before reading this guide?

   1 (Not well)          2                    3                    4                    5 (Very well)

8. How well do you understand the product after reading this guide?

   1 (Not well)          2                    3                    4                    5 (Very well)

9. The best aspect of this guide is  _____ .

10. The least useful aspect of this guide is _____ .

**Additional comments:**

_____

_____

_____

_____

_____